**NEIL ABERCROMBIE**
Governor

**BRUCE A. COPPA**
Comptroller

**RYAN OKAHARA**
Deputy Comptroller

**STATE OF HAWAII**
**WIRELESS ENHANCED 911 BOARD**

**Joint Technical and Finance Committee Meeting**
**10 am to noon, Tuesday, July 12, 2011**

**Kalanimoku Building Conference Room**
**Room 426**
**1151 Punchbowl Street**
**Honolulu, HI 96813**

**AGENDA**

I. Call to order

II. Introductions

III. Review and Approval of Minutes from May 10, 2011 Technical & Finance Committee Meetings.

IV. Review and Approval of Minutes from the June 7, 2011 Finance Committee Meeting.

V. Items for Discussion, Consideration and Action

  TECHNICAL Committee:
   a. Update on status of PSAP projects with funds pending expenditure.
      1. HPD-Akimeka, LLC update
      2. HPD-CAD Upgrade
      3. HFD- FY2012 CAD Upgrade
      4. Hawai'i PD- FY2012 CAD Upgrade
      5. Others
   b. Request PSAP updates for Wireless E911 Timeline continuum.
   c. 9-1-1 Legislation Update.
   d. NG911 Technology Forum

  FINANCE Committee:
   a. Monthly Financial Report (June 2011).
   b. Requests for approval for PSAP adjustments previously approved FY 2011 Funding
      i. Hawai'i PSAP- Pictometry License Fee
      ii. Hawai'i PSAP- Intergraph User's Conference
      iii. Others
   c. Update on FY2010-2011 Financial Audit.

VI.   Announcements

VII.  Next meeting date–Tuesday, August 9, 2011, 10am,  Conference Room 426

VIII. Adjournment.

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**STATE OF HAWAII**
**ENHANCED 911 BOARD**

**Joint Technical and Finance Committee Meeting**
**10 am to noon, Tuesday, July 12, 2011**

**Kalanimoku Building Conference Room**
**Room 426**
**1151 Punchbowl Street**
**Honolulu, HI 96813**

# MINUTES

**Technical Committee members present**: Victor Ramos(Chair), Clayton Tom, Aimee Wana, Morris Tamanaha, Kenison Tejada, Toni Ramirez, Clement Chan, Jim LaClair, Janet Crotteau.

**Technical Committee members absent**: Goldie Cross.

**Finance Committee members present**: Russell Lundberg (Chair), Gordon Bruce, Paul Ferreira, John Thompson.

**Finance Committee members absent**: Mark Begley.

**Staff present**:  Thera Bradshaw, Courtney Tagupa.

**Quests in attendance**: Davelynn Racadio, Kevin Kuwahara, Jayne Nantkes, Diane Chun, Kelvin Rasmussen, Thalia Burns.

I. **Call to order**
   The meeting was called to order at 10am.

II. **Introductions**
   Introductions were made of all persons in attendance.

III. **Review and Approval of Minutes from May 10, 2011 Technical & Finance Committee Meetings**.
   Mr. Tony Ramirez motioned to approve the minutes.  The motion was seconded and approved by voice vote without discussion.

IV. **Review and Approval of Minutes from the June 7, 2011 Finance Committee Meeting.**
   Mr. Lundberg motioned to approve the minutes. The motion was seconded and approved by voice vote without discussion.

**V. Items for Discussion, Consideration and Action**

**TECHNICAL Committee:**
a. Update on status of PSAP projects with funds pending expenditure.
1. **HPD-Akimeka, LLC update**
Maj. Janet Crotteau stated that the signature cycle is in process and the contract should be issued within a week or two.
2. **HPD-CAD Upgrade**
Major Thompson stated that HPD is meeting with the vendor to finalize the statement of work.
3. **HFD- FY2012 CAD Upgrade**
Battalion Chief Tejada has delayed the procurement process until the proposed merger with EMS is finalized.
4. **Hawai'i PD- FY2012 CAD Upgrade**
Deputy Chief Ferreira stated that talks have not taking place regarding this matter due to June conferences. There should be more information available by next meeting.
5. **Others**
Mr. Tamanaha stated that his department is in the process of procuring a telephony solution with a partnership with Motorola and Casidian; it is NENA I3 and NG911 compatible.

b. Request PSAP updates for Wireless E911 Timeline continuum.
There were no timeline updates submitted.

c. 9-1-1 Legislation Update.
The governor signed HB1000 on June 27 and renamed it Act 168(11).

d. NG911 Technology Forum
Ms. Thera Bradshaw stated the Investigative committee met before this meeting and agreed to hold the Forum at the Ala Moana Hotel in the latter half of September.

Battalion Chief motioned to recommend approval of the Forum to the Finance Committee and the Board. Mr. Tony Ramirez seconded and was unanimously approved by voice vote without discussion.

**FINANCE Committee:**
a. Monthly Financial Report (June 2011).
Mr. Tagupa stated that the following:

i. Total cash receipts for the month amounted to - $770,159.63
ii. Total cash disbursements for the month amounted to- $657,379.76
iii. Total fiscal yearend encumbrances amounted to- $5,388,982.98.
iv. Total cash balance as of 30 June 2011 amounted to- $13,028,477.12.

> v. Total Fiscal Year receipts amounted to $8,305.496.
> vi. Total Fiscal Year disbursements amounted to $8,665,775.

b. Requests for approval for PSAP adjustments previously approved FY 2011 Funding:

> i. Hawai'i PSAP- Pictometry License Fee
> Mr. Ferreira requested additional funding of approximately $30k for additional costs related to the added sales tax.
>
> Mr. Gordon Bruce motioned to recommend approval of the additional funding for the Pictometry License Fee to the Board. Major Thompson seconded the motion and it was approved by voice vote without discussion. Mr. Ferreira abstained from voting.
>
> ii. Hawai'i PSAP- Intergraph User's Conference
> Mr. Ferreira requested additional funding for the conference amounting to approximately $3K.
>
> Mr. Gordon Bruce motioned to recommend approval of the additional funding for the conference to the Board. Major Thompson seconded the motion and was approved by voice vote without discussion. Mr. Ferreira abstained from voting.
>
> iii. Others
> Mr. Ferreira mentioned that the Board should be advised of the new host of the Forum from the Enhanced 911 to the APCO/NENA Pacific Chapter. Discussion and approval of this matter should be placed on next month's Finance and Board agendas.

c. Update on FY2010-2011 Financial Audit.
Mr. Tagupa stated that the procurement of the auditor will be delayed due to procurement issues. The RFQs were higher than authorized and the procurement was canceled and will be re-solicited through the HePS system. This will delay the completion of the audit until the December/January timeframe.

VI. Announcements
Ms. Thera Bradshaw stated if there is an interest in a 911 educational program for school age children and teenagers. Cost is minimal.

VII. Next meeting date–Tuesday, August 9, 2011, 10am, Conference Room 426

VIII. Adjournment.

The meeting was adjourned at 10:46am.

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending 30 June 2011

| FIRST HAWAIIAN BANK ACCOUNT: | | | |
|---|---|---|---|
| **General Fund** | **Prior Month Inception-to-Date Cash Flow Balance** | **Month Cash Flow Balance** | **Ending Inception-to-Date Cash Flow Balance** |
| **ITEM** | | | |
| | | | |
| *Cash Inflow:* | | | |
| | | | |
| Wireless Surcharge Collection | $ 50,606,356.71 | $ 769,983.27 | $ 51,376,339.98 |
| Other Income | $ 11,555.22 | | $ 11,555.22 |
| Interest Income | $ 1,823,738.73 | $ 176.36 | $ 1,823,915.09 |
| *Prior Period Interest Income Adjustment* | $ (257,236.01) | | $ (257,236.01) |
| Net Interest Income | $ 1,566,502.72 | $ 176.36 | $ 1,566,679.08 |
| | | | |
| *Subtotal Cash Inflow* | $ 52,184,414.65 | $ 770,159.63 | $ 52,954,574.28 |
| *Cash Outflow:* | | | |
| Act 79 Fund Transfer to State | $ (16,000,000.00) | | $ (16,000,000.00) |
| PSAP Reimbursement | $ (17,170,559.93) | $ (627,696.53) | $ (17,798,256.46) |
| Board Member Travel Expense | $ (89,482.91) | $ (2,599.90) | $ (92,082.81) |
| DB&F Revenue Assessments | $ (2,507,695.08) | | $ (2,507,695.08) |
| DB&F Administrative Expense Assess. | $ (463,758.44) | | $ (463,758.44) |
| WSP Reimbursement | $ (820,324.22) | | $ (820,324.22) |
| Consultant-Intrado, Inc. | $ (439,260.41) | | $ (439,260.41) |
| Consultant-Exec Director | $ (1,749,671.65) | $ (27,083.33) | $ (1,776,754.98) |
| Audit Expense | $ (24,545.00) | | $ (24,545.00) |
| Other Board Related Expenses | $ (3,419.76) | | $ (3,419.76) |
| | | | |
| *Subtotal Cash Outflow* | $ (39,268,717.40) | $ (657,379.76) | $ (39,926,097.16) |
| | | | |
| Bank Balance | $ 12,915,697.25 | $ 112,779.87 | $ 13,028,477.12 |
| | | | |
| Encumbrances | | | $ (5,388,982.98) |
| | | | |
| Unencumbered Cash | | | $ 7,639,494.14 |

**HAWAII ENHANCED 911 BOARD**
**STATEMENT OF CASH FLOWS**
**For month ending 30 June 2011**

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending 30 June 2011

| TOTAL FISCAL YEAR 2011 (12 Months) | Hawaii PSAP Total Year | Kauai PSAP Total Year | Maui PSAP Total Year | Oahu PSAP Total Year | Operations Total Year | TOTAL Total Year | |
|---|---|---|---|---|---|---|---|
| Total RECEIPTS | - | - | - | - | 8,305,496 | 8,305,496 | 97.7% |
| | | | | | | | |
| **RECURRING Disbursements:** | | | | | | | |
| | | | | | | | |
| Board Member Travel | | | | | 19,744 | 19,744 | |
| TKC Consulting Group, LLC | | | | | 325,000 | 325,000 | |
| Total DB&F Assessments | | | | | 720,491 | 720,491 | |
| NASNA Dues | | | | | 100 | 100 | |
| MSAG Program Services | 435,739 | 300,076 | 465,982 | - | - | 1,201,797 | |
| EMS Tower Lease | | | | 7,539 | - | 7,539 | |
| HawaiianTelcom Charges | - | 110,561 | 699 | 31,828 | - | 143,088 | |
| Pictometry License Agreements | 1,070,342 | 207,218 | 413,279 | 274,885 | - | 1,965,723 | |
| GeoComm Maintenance | | | | 23,526 | | 23,526 | |
| WSP Cost Recovery | - | - | - | - | 231,251 | 231,251 | |
| Subtotal Recurring | 1,506,082 | 617,855 | 879,960 | 337,778 | 1,296,585 | 4,638,260 | |
| | | | | | | | |
| **Non-RECURRING Disbursements** | | | | | | | |
| | | | | | | | |
| GeoComm Software | | | | 4,788 | | 4,788 | |
| Computer Equipment | - | - | 82,080 | 28,083 | - | 110,163 | |
| CAD Upgrades | - | 3,800,000 | - | - | - | 3,800,000 | |
| Subtotal Non-Recurring | - | 3,800,000 | 82,080 | 32,871 | - | 3,914,951 | |
| | | | | | | | |
| Conferences | 35,223 | 5,794 | 13,690 | 51,537 | 6,320 | 112,565 | |
| | | | | | | | |
| **Total Disbursements** | 1,541,305 | 4,423,649 | 975,729 | 422,187 | 1,302,905 | 8,665,775 | 96.3% |

# HAWAII ENHANCED 911 BOARD
# STATEMENT OF CASH FLOWS
## For month ending 30 June 2011

| | TOTAL FISCAL YEAR 2011 (12 Months) | Hawaii PSAP | | |
| DESCRIPTION | Total Year | Annual Budget | $ Over/(Under) Budget |
|---|---|---|---|
| **Total IRECEIPTS** | - | | |
| **DISBURSEMENTS** | | | |
| **Board Member Travel** | - | | |
| **Consulting Expense** | | | |
| TKC Consulting Group, LLC | - | | |
| **Total Consulting Expense** | - | | |
| **DB&F Assessments** | | | |
| DB&F Admin. Exp. Assess | - | | |
| DB&F Revenue Assessment | - | | |
| **Total DB&F Assessments** | - | | |
| **NASNA Dues** | - | | |
| **PSAP Expenses** | | | |
| **Akimeka Program Mgmt** | | | |
| Additional GIS Support | - | | |
| Akimeka Program Mgmt - Other | 435,739 | 435,739 | 0 |
| **Total Akimeka Program Mgmt** | 435,739 | 435,739 | 0 |
| **CAD Related Expenses** | - | | |
| **Computers** | | | |
| Dell Servers & Peripherals | - | | |
| KVM Switches | - | | |
| Positron Equip SW Maintenance | - | 40,000 | (40,000) |
| UPS Battery-HPD | - | | |
| **Total Computers** | - | 40,000 | (40,000) |
| **Conferences** | | | |
| 911 Goes to Washington Conf | 3,434 | | 3,434 |
| APCO Conference | 6,467 | 6,000 | 467 |
| Intergraph Conference | 11,277 | | 11,277 |
| NASNA Conference | - | | |
| Nena Conference | 14,046 | 6,000 | 8,046 |
| Pictometry Future View Confer | - | | |
| **Total Conferences** | 35,223 | 12,000 | 23,223 |
| **EMS Tower Lease** | - | | |
| **Excom911 Logging Recorder Maint** | - | | |
| **Hawaiian Telcom Charges** | | | |
| Haw Tel Frame Relay & CIR | - | | |
| Haw Telcom Network | - | | |
| Hawaiian Telcom Trunk | - | | |
| Long Distance Charges | - | | |
| **Total Hawaiian Telcom Charges** | - | | |
| **Pictometry License Agreement** | 1,070,342 | 1,039,000 | 31,342 |
| **Software Maintenance** | | | |
| GeoComm Maintenance | - | | |
| **Total Software Maintenance** | - | | |
| **Training** | | | |
| GeoComm Software | - | | |
| **Total Training** | - | | |
| **Total PSAP Expenses** | 1,541,305 | 1,526,739 | 14,566 |
| **WSP Cost Recovery** | | | |
| Sprint/Nextel | - | | |
| **Total WSP Cost Recovery** | - | | |
| **Total DISBURSEMENTS** | 1,541,305 | 1,526,739 | 14,566 |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending 30 June 2011

| TOTAL FISCAL YEAR 2011 (12 Months) | Kauai PSAP | | |
|---|---|---|---|
| DESCRIPTION | Total Year | Annual Budget | $ Over/(Under) Budget |
| **Total IRECEIPTS** | - | | |
| **DISBURSEMENTS** | | | |
| Board Member Travel | - | | |
| Consulting Expense | | | |
|     TKC Consulting Group, LLC | - | | |
| **Total Consulting Expense** | - | | |
| DB&F Assessments | | | |
|     DB&F Admin. Exp. Assess | - | | |
|     DB&F Revenue Assessment | - | | |
| **Total DB&F Assessments** | - | | |
| NASNA Dues | - | | |
| PSAP Expenses | | | |
|     Akimeka Program Mgmt | | | |
|         Additional GIS Support | - | | |
|         Akimeka Program Mgmt - Other | 300,076 | 300,076 | (0) |
|     **Total Akimeka Program Mgmt** | 300,076 | 300,076 | (0) |
|     CAD Related Expenses | 3,800,000 | 3,800,000 | - |
|     Computers | | | |
|         Dell Servers & Peripherals | - | | |
|         KVM Switches | - | | |
|         Positron Equip SW Maintenance | - | | |
|         UPS Battery-HPD | - | | |
|     **Total Computers** | - | | |
|     Conferences | | | |
|         911 Goes to Washington Conf | - | | |
|         APCO Conference | - | 6,000 | (6,000) |
|         Intergraph Conference | - | | |
|         NASNA Conference | - | | |
|         Nena Conference | 2,521 | 6,000 | (3,479) |
|         Pictometry Future View Confer | 3,273 | | 3,273 |
|     **Total Conferences** | 5,794 | 12,000 | (6,206) |
|     EMS Tower Lease | - | | |
|     Excom911 Logging Recorder Maint | - | | |
|     Hawaiian Telcom Charges | | | |
|         Haw Tel Frame Relay & CIR | - | | |
|         Haw Telcom Network | - | | |
|         Hawaiian Telcom Trunk | 110,561 | 111,398 | (837) |
|         Long Distance Charges | - | | |
|     **Total Hawaiian Telcom Charges** | 110,561 | 111,398 | (837) |
|     Pictometry License Agreement | 207,218 | 198,930 | 8,288 |
|     Software Maintenance | | | |
|         GeoComm Maintenance | - | | |
|     **Total Software Maintenance** | - | | |
|     Training | | | |
|         GeoComm Software | - | | |
|     **Total Training** | - | | |
| **Total PSAP Expenses** | 4,423,649 | 4,422,404 | 1,245 |
| WSP Cost Recovery | | | |
|     Sprint/Nextel | - | | |
| **Total WSP Cost Recovery** | - | | |
| **Total DISBURSEMENTS** | 4,423,649 | 4,422,404 | 1,245 |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending 30 June 2011

| TOTAL FISCAL YEAR 2011 (12 Months) | Maui PSAP | | |
|---|---|---|---|
| DESCRIPTION | Total Year | Annual Budget | $ Over/(Under) Budget |
| **Total IRECEIPTS** | - | | |
| **DISBURSEMENTS** | | | |
| Board Member Travel | - | | |
| Consulting Expense | | | |
| TKC Consulting Group, LLC | - | | |
| Total Consulting Expense | - | | |
| DB&F Assessments | | | |
| DB&F Admin. Exp. Assess | - | | |
| DB&F Revenue Assessment | - | | |
| Total DB&F Assessments | - | | |
| NASNA Dues | - | | |
| PSAP Expenses | | | |
| Akimeka Program Mgmt | | | |
| Additional GIS Support | 44,291 | | 44,291 |
| Akimeka Program Mgmt - Other | 421,691 | 421,692 | (1) |
| Total Akimeka Program Mgmt | 465,982 | 421,692 | 44,290 |
| CAD Related Expenses | - | | |
| Computers | | | |
| Dell Servers & Peripherals | 82,080 | | 82,080 |
| KVM Switches | - | | |
| Positron Equip SW Maintenance | - | | |
| UPS Battery-HPD | - | | |
| Total Computers | 82,080 | | |
| Conferences | | | |
| 911 Goes to Washington Conf | 7,042 | | |
| APCO Conference | - | 6,000 | (6,000) |
| Intergraph Conference | - | | |
| NASNA Conference | - | | |
| Nena Conference | 6,648 | 6,000 | 648 |
| Pictometry Future View Confer | - | | |
| Total Conferences | 13,690 | 12,000 | 1,690 |
| EMS Tower Lease | - | | |
| Excom911 Logging Recorder Maint | - | | |
| Hawaiian Telcom Charges | | | |
| Haw Tel Frame Relay & CIR | - | | |
| Haw Telcom Network | - | | |
| Hawaiian Telcom Trunk | - | | |
| Long Distance Charges | 699 | | 699 |
| Total Hawaiian Telcom Charges | 699 | | |
| Pictometry License Agreement | 413,279 | 396,750 | 16,529 |
| Software Maintenance | | | |
| GeoComm Maintenance | - | | |
| Total Software Maintenance | - | | |
| Training | | | |
| GeoComm Software | - | | |
| Total Training | - | | |
| **Total PSAP Expenses** | 975,729 | 830,442 | 145,287 |
| WSP Cost Recovery | | | |
| Sprint/Nextel | - | | |
| Total WSP Cost Recovery | - | | |
| **Total DISBURSEMENTS** | 975,729 | 830,442 | 145,287 |

# HAWAII ENHANCED 911 BOARD
# STATEMENT OF CASH FLOWS
## For month ending 30 June 2011

| TOTAL FISCAL YEAR 2011 (12 Months) | | Oahu PSAP | |
|---|---|---|---|
| DESCRIPTION | Total Year | Annual Budget | $ Over/(Under) Budget |
| **Total IRECEIPTS** | - | | |
| **DISBURSEMENTS** | | | |
| Board Member Travel | - | | |
| Consulting Expense | | | |
| TKC Consulting Group, LLC | - | | |
| Total Consulting Expense | - | | |
| DB&F Assessments | | | |
| DB&F Admin. Exp. Assess | - | | |
| DB&F Revenue Assessment | - | | |
| Total DB&F Assessments | - | | |
| NASNA Dues | - | | |
| PSAP Expenses | | | |
| Akimeka Program Mgmt | | | |
| Additional GIS Support | - | | |
| Akimeka Program Mgmt - Other | - | 507,631 | (507,631) |
| Total Akimeka Program Mgmt | - | 507,631 | (507,631) |
| CAD Related Expenses | - | | |
| Computers | | | |
| Dell Servers & Peripherals | - | | |
| KVM Switches | 3,971 | 4,100 | (129) |
| Positron Equip SW Maintenance | - | | |
| UPS Battery-HPD | 24,112 | 24,136 | (24) |
| Total Computers | 28,083 | 28,236 | (153) |
| Conferences | | | |
| 911 Goes to Washington Conf | 5,081 | | |
| APCO Conference | 17,730 | 30,000 | (12,270) |
| Intergraph Conference | - | | |
| NASNA Conference | - | | |
| Nena Conference | 28,726 | 30,000 | (1,274) |
| Pictometry Future View Confer | - | | |
| Total Conferences | 51,537 | 60,000 | (8,463) |
| EMS Tower Lease | 7,539 | | |
| Excom911 Logging Recorder Maint | - | 31,650 | (31,650) |
| Hawaiian Telcom Charges | | | |
| Haw Tel Frame Relay & CIR | 1 | | |
| Haw Telcom Network | 31,827 | 60,000 | (28,173) |
| Hawaiian Telcom Trunk | - | | |
| Long Distance Charges | - | | |
| Total Hawaiian Telcom Charges | 31,828 | 60,000 | (28,172) |
| Pictometry License Agreement | 274,885 | 295,005 | (20,120) |
| Software Maintenance | | | |
| GeoComm Maintenance | 23,526 | 48,586 | (25,060) |
| Total Software Maintenance | 23,526 | 48,586 | (25,060) |
| Training | | | |
| GeoComm Software | 4,788 | | 4,788 |
| Total Training | 4,788 | - | 4,788 |
| Total PSAP Expenses | 422,187 | 1,031,108 | (608,922) |
| WSP Cost Recovery | | | |
| Sprint/Nextel | - | | |
| Total WSP Cost Recovery | - | | |
| **Total DISBURSEMENTS** | 422,187 | 1,031,108 | (608,922) |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending 30 June 2011

| TOTAL FISCAL YEAR 2011 (12 Months) DESCRIPTION | Operations | | |
|---|---|---|---|
| | Total Year | Annual Budget | $ Over/(Under) Budget |
| **Total IRECEIPTS** | 8,305,496 | 8,500,000 | (194,504) |
| **DISBURSEMENTS** | | | |
| Board Member Travel | 19,744 | 27,000 | (7,256) |
| Consulting Expense | | | |
| TKC Consulting Group, LLC | 325,000 | 325,000 | (0) |
| Total Consulting Expense | 325,000 | 325,000 | (0) |
| DB&F Assessments | | | |
| DB&F Admin. Exp. Assess | 234,343 | 236,207 | (1,864) |
| DB&F Revenue Assessment | 486,147 | 415,000 | 71,147 |
| Total DB&F Assessments | 720,491 | 651,207 | 69,284 |
| NASNA Dues | 100 | 100 | - |
| PSAP Expenses | | | |
| Akimeka Program Mgmt | | | |
| Additional GIS Support | - | | |
| Akimeka Program Mgmt - Other | - | | |
| Total Akimeka Program Mgmt | - | | |
| CAD Related Expenses | - | | |
| Computers | | | |
| Dell Servers & Peripherals | - | | |
| KVM Switches | - | | |
| Positron Equip SW Maintenance | - | | |
| UPS Battery-HPD | - | | |
| Total Computers | - | | |
| Conferences | | | |
| 911 Goes to Washington Conf | 1,540 | | 1,540 |
| APCO Conference | 1,801 | 3,000 | (1,199) |
| Intergraph Conference | - | | |
| NASNA Conference | 776 | | 776 |
| Nena Conference | 2,204 | 3,000 | (796) |
| Pictometry Future View Confer | - | | |
| Total Conferences | 6,320 | 6,000 | 320 |
| EMS Tower Lease | - | | |
| Excom911 Logging Recorder Maint | - | | |
| Hawaiian Telcom Charges | | | |
| Haw Tel Frame Relay & CIR | - | | |
| Haw Telcom Network | - | | |
| Hawaiian Telcom Trunk | - | | |
| Long Distance Charges | - | | |
| Total Hawaiian Telcom Charges | - | | |
| Pictometry License Agreement | - | | |
| Software Maintenance | | | |
| GeoComm Maintenance | - | | |
| Total Software Maintenance | - | | |
| Training | | | |
| GeoComm Software | - | | |
| Total Training | - | | |
| Total PSAP Expenses | 6,320 | 6,000 | 320 |
| WSP Cost Recovery | | | |
| Sprint/Nextel | 231,251 | 180,000 | 51,251 |
| Total WSP Cost Recovery | 231,251 | 180,000 | 51,251 |
| **Total DISBURSEMENTS** | 1,302,905 | 1,189,307 | 113,598 |

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations

### 9-1-1 Call Volume – June 2011

| PSAP | Total | Wireline | % | Wireless | % |
|---|---|---|---|---|---|
| **HAWAII (*)** | 10,158 | 3,537 | 34.8% | 6,620 | 65.2% |

*(*) Totals are based on calls to Primary PSAP.*

| HAWAII | | TOTAL PSAP 9-1-1 CALL VOLUME | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Wireline | | Wireless | | Admin | | Abandoned | |
| **2011** | **Total** | **# of Calls** | **%to Total Wireline & Wireless** | **# of Calls** | **%to Total Wireline & Wireless** | **# of Calls** | **%to Total Calls** | **# of Calls** | **%Abandoned to Total** |
| December | | | | | | | | | |
| November | | | | | | | | | |
| October | | | | | | | | | |
| September | | | | | | | | | |
| August | | | | | | | | | |
| July | | | | | | | | | |
| June | 10,158 | 3,537 | 34.8% | 6,620 | 65.2% | 1 | 0.0% | 1,133 | 11.2% |
| May | 10,190 | 3,730 | 36.6% | 6,460 | 63.4% | 0 | 0.0% | 1,141 | 11.2% |
| April | 9,521 | 3,409 | 35.8% | 6,112 | 64.2% | 0 | 0.0% | 1,012 | 10.6% |
| March | 10,514 | 3,871 | 36.8% | 6,643 | 63.2% | 0 | 0.0% | 1,097 | 10.4% |
| February | 9,340 | 3,453 | 37.0% | 5,886 | 63.0% | 1 | 0.0% | 997 | 10.7% |
| January | 10,183 | 3,755 | 36.9% | 6,428 | 63.1% | 0 | 0.0% | 1,140 | 11.2% |
| **TOTAL YTD** | **59,906** | **21,755** | **36.3%** | **38,149** | **63.7%** | **2** | **0.0%** | **6,520** | **10.9%** |
| **AVG PER MO** | **9,984** | **3,626** | | **6,358** | | **0** | | **1,087** | |

<u>Note:</u> Total Calls include Administrative calls that are not direct 911 calls.

| HAWAII | | TRANSFERRED TO FIRE | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Wireline | | | Wireless | | | Admin | | Abandoned | |
| **2011** | **Total** | **# of Calls** | **%to Total Wireline & Wireless** | **%of Total Wireline** | **# of Calls** | **%to Total Wireline & Wireless** | **%of Total Wireless** | **# of Calls** | **%to Total Calls** | **# of Calls** | **%Abandoned to Total** |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 1,814 | 861 | 47.5% | 24.3% | 953 | 52.5% | 14.4% | 0 | 0.0% | 25 | 1.4% |
| May | 1,861 | 843 | 45.3% | 22.6% | 1,018 | 54.7% | 15.8% | 0 | 0.0% | 37 | 2.0% |
| April | 1,821 | 845 | 46.4% | 24.8% | 976 | 53.6% | 16.0% | 0 | 0.0% | 31 | 1.7% |
| March | 1,977 | 926 | 46.9% | 23.9% | 1,050 | 53.1% | 15.8% | 1 | 0.1% | 45 | 2.3% |
| February | 1,809 | 892 | 49.3% | 25.8% | 917 | 50.7% | 15.6% | 0 | 0.0% | 37 | 2.0% |
| January | 1,914 | 909 | 47.5% | 24.2% | 1,004 | 52.5% | 15.6% | 1 | 0.1% | 22 | 1.1% |
| **TOTAL YTD** | **11,196** | **5,276** | **47.1%** | **24.3%** | **5,918** | **52.9%** | **15.5%** | **2** | **0.0%** | **197** | **1.8%** |
| **AVG PER MO** | **1,866** | **879** | | | **986** | | | **0** | | **33** | |

<u>Note:</u> Total Calls include Administrative calls that are not direct 911 calls.

**Notes:**

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

- ## PSAP Operations (continued)

### Wireless Test – June 2011

| Date | WSP | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|------|-----|--------------|----------------|-----------|----------------|
| 06/06/11 | AT&T Mobility | 7 | 21 | Hawaii PSAP/ Akimeka | Pass |
| 06/06/11 | AT&T Mobility | 4 | 17 | Hawaii PSAP/ Akimeka | Cancelled due to WSP Technical Issues |
| 06/27/11 | AT&T Mobility | 7 | 35 | Hawaii PSAP/ Akimeka | Pass |

### Current Month PSAP Operations Activities – June 2011

06/06/11    AT&T Mobility sent the Call Routing Sheets (CRSs) for the Neighbor Island PSAPs annual audit review on June 6, 2011.  Akimeka is currently conducting the annual audit review and validation process.

06/09/11    At the request of the Executive Director of the State of Hawaii Wireless Enhanced 911 Board, Thera Bradshaw, Akimeka sent an email to all PSAPs in the State of Hawaii regarding the September NG9-1-1 Technology Forum.  Inputs from the PSAPs as to their anticipated attendance and any development or informational topics/sessions that the PSAP would like to be included at the forum were solicited.

Akimeka has not received responses from all of the PSAPs to date.  Once all responses are received, Akimeka will consolidate the inputs and forward them on to the Executive Director of the State of Hawaii Wireless Enhanced 911 Board Executive Director.

06/17/11    Verizon Wireless sent the Call Routing Sheets (CRSs) to Akimeka for the Neighbor Island PSAPs annual audit review on June 17, 2011.  Akimeka is currently conducting the annual audit review and validation process.

06/28/11    Akimeka personnel provided Dispatcher training for two (2) new dispatchers on the Plant CML equipment, PowerMap, and Pictometry applications and operations.

## PSAP Operations  (continued)

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of June 30, 2011 are noted below:*

11/21/09  Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call.  This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010).  There have been no updates received to date.  Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

*Update (4/30/11)* -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0.  A feature in this upgrade may potentially address the AT&T issue.  This feature can be activated with the permission of all of the PSAPs across the State of Hawaii.  This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

*Update (5/31/11)* -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade.  Testing has been scheduled for Monday, June 6, 2011.

**Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011.  Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011.  Testing began at 7:44 a.m. however, there was no improvement.  House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call.  Akimeka contacted HTI to report the condition.  HTI and Intrado addressed the issue and testing continued.  Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city.  However, when testing  UMT to UMT calls, the tower information and city were missing.  In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

In June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility.  As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

## PSAP Operations  (continued)

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of June 30, 2011 are noted below:  (continued)*

04/16/10     Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW).   It was discovered that different processes exist among the carriers.
Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

*Update (4/30/11)* – Akimeka continued to work on the flowchart and incorporate the feedback received.  An updated process flowchart is currently under review within Akimeka.  Once approved, it will be shared with the Neighbor Island PSAPs.

*Update (5/31/11)* – In progress.

*Update (6/30/11)* – In progress.

- ## MSAG

### Current Month – June 2011

| 2011 | | 9-1-1NET REQUESTS | | | | | | | (a) Customer Address Change Requests Submitted | (b) In Suspended Status as of Report Month End | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| PSAP | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | | # of Transactions | TNs Affected |
| **HAWAII** | **228** | **214** | **37** | **21** | **7** | **149** | **0** | **2,482** | **14** | **0** | **0** |
| | | Revised categories and report format changes effective April 2009. | | | | | | | | | |

During the month of June 2011, 214 9-1-1Net requests were completed relating to the MSAG database, with 2,482 customer ANI/ALI records updated as a direct result.  Fourteen (14) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections.  See attached spreadsheet for a detailed description of changes and additions.

*There are no records in Suspended status as of June 30, 2011.*

Akimeka continued to work on the correspondence letters provided in hard copies, dating back to 2004, to validate if the address changes were incorporated into Akimeka's MSAG and GIS mapping layer updates.  In the month of June 2011, Akimeka was able to confirm an additional 250 street/address updates, bringing the total to date at **1,017**, which were accurately accounted for and the information resides within the E9-1-1 databases.

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## MSAG  (continued)

### Year-to-Date (YTD) Summary – 2011

| HAWAII | | 9-1-1NET REQUESTS | | | | | | | Customer Address Change Requests Submitted (a) | In Suspended Status as of Report Month End (b) | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011 | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected (*) | | # of Transactions | TNs Affected |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 228 | 214 | 37 | 21 | 7 | 149 | 0 | 2,482 | 14 | 0 | 0 |
| May | 379 | 361 | 127 | 77 | 19 | 102 | 36 | 1,676 | 18 | 5 | 36 |
| April | 426 | 417 | 230 | 170 | 5 | 2 | 10 | 5,268 | 9 | 0 | 0 |
| March | 217 | 205 | 78 | 114 | 2 | 1 | 10 | 1,512 | 12 | 0 | 0 |
| February | 173 | 144 | 97 | 12 | 3 | 9 | 23 | 1,150 | 29 | 0 | 0 |
| January | 310 | 293 | 155 | 83 | 4 | 8 | 43 | 2,548 | 17 | 0 | 0 |
| TOTAL YTD | 1,733 | 1,634 | 724 | 477 | 40 | 271 | 122 | 14,636 | 99 | | |
| AVG PER MO | 289 | 272 | 121 | 80 | 7 | 45 | 20 | 2,439 | 17 | | |

(*)  Applies to Change, Delete and Insert categories

**_Note:_** _Revised categories and report format changes effective April 2009._

| **Definitions:** | (a) | Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka. |
|---|---|---|
| | (b) | Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka. |

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – June 2011

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| Type of Layer | Akimeka GIS Server | | Date Loaded Into PSAP GIS Server | Other/Remarks |
|---|---|---|---|---|
| | Date Created/ Edits Performed | Date Uploaded to Server | | |
| **WSP Cell Towers** | | | | |
| **Street Centerline** | 06/20/11 | | | Changed ranges found in the County's updated layer |
| | 06/16/11 | | | Edited street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD. |
| **Address Points** | 06/15/11 -- 06/16/11 | | **06/15/11** | Edited street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD. |
| | 06/13/11 | | | Updated SDE layer with Common Name data from InfoUSA for Condos and Vistor Attractions |
| | 06/10/11 | | | Updated SDE layer with Common Name data from InfoUSA for Shopping Centers and Libraries |
| | 06/06/11 | | | Updated SDE layer with Common Name data from InfoUSA for Schools |
| | 06/03/11 | | | Updated SDE layer with Common Name data from InfoUSA for Medical Facilities and Schools |
| | 06/02/11 | | | Updated SDE layer with Common Name data from InfoUSA for Medical Facilities |
| | 06/01/11 -- 06/02/11 | | | Updated SDE layer with Common Name data from InfoUSA for Food and Beverage locations |
| **MSAG Address Points (aka Pseudo Address Points)** | | | | |
| **MSAG Communities** | | | | |
| **Parcels** | | | | |
| **Airports** | | | | |
| **Bridges** | | | | |
| **Churches** | | | | |
| **Coastal Names** | 06/15/11 | | | Added Fish Ponds to SDE layer |
| **Critical Infrastructure** | | | | |
| **Dams** | | | | |
| **Emergency Callboxes** | | | | |
| **Emergency Shelters** | | | | |

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – May 2011
  **(continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| | HAWAII | | | |
|---|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server** | | **Date Loaded Into PSAP GIS Server** | **Other/Remarks** |
| | **Date Created/ Edits Performed** | **Date Uploaded to Server** | | |
| **Fire Beats** | | | | |
| **Fire Districts** | | | | |
| **Fire ESZ** | | | | |
| **Fire Stations** | 06/14/11 | | | Updated attributes for ST_NUM, DIRPRE, FEANME and FEATYP |
| **Food & Beverage** | | | 06/15/11 | |
| | 06/01/11 -- 06/02/11 | | | Updated SDE layer with data from InfoUSA |
| **Gas Stations** | | | | |
| **Government Buildings** | | | 06/15/11 | |
| | 06/08/11 | | | Created layer from County Buildings data for addition into SDE |
| **Helipads** | | | | |
| | 06/16/11 | | | Created layer from Airports SDE layer |
| **Hospitals** | | | | |
| **Hotels** | | | | |
| **Lodging** | | | | |
| **Major Roads** | | | | |
| **Medic Stations** | | | | |
| | 06/14/11 | | | Created layer from Fire Stations layer |
| **Medical Facilities** | | | 06/15/11 | |
| | 06/02/11 -- 06/03/11 | | | Updated SDE layer with data from InfoUSA |
| **Milepost Markers** | | | | |
| **National and State Parks** | | | | |
| **Ocean Safety** | | | | |
| **Ocean Rescue** | | | | |
| **Parks Polygon** | | | | |
| **Points of Interest** | | | 06/15/11 | |
| | 06/13/11 | | | Updated SDE layer with data from InfoUSA for Visitor Attractions and Condos |
| | 06/10/11 | | | Updated SDE layer with data from InfoUSA for Shopping Centers and Libraries |
| | 06/09/11 | | | Updated SDE layer with new data from Parks, Food and Beverage and Hotels |
| | 06/08/11 | | | Updated layer with new data from Gas Stations and Coastal Names |

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – May 2011
  **(continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| Type of Layer | Akimeka GIS Server | | Date Loaded Into PSAP GIS Server | Other/Remarks |
|---|---|---|---|---|
| | Date Created/ Edits Performed | Date Uploaded to Server | | |
| **Police Beat Boundaries** | | | | |
| | | | | |
| **Police Districts** | | | | |
| **Police ESZ** | | | | |
| **Police Stations** | | | | |
| **Ponds** | | | 06/15/11 | |
| | 06/08/11 | | | Created layer from State GIS layer for addition into SDE |
| **Post Office** | | | | |
| **Schools** | | | 06/15/11 | |
| | 06/03/11 -- 06/06/11 | | | Updated SDE layer with data from InfoUSA |
| **Service Station** | | | | |
| **Streams** | | | | |
| | | | | |
| **Subdivisions** | | | | |
| **Trails** | | | | |
| **Tsunami Evacuation Zones** | | | | |
| **Tsunami Roadblocks** | | | | |
| **United States National Grid** | 06/07/11 | | | Created 50K and 500K grids and added to SDE |
| | | | | |
| **Waterfalls** | | | 06/15/11 | |
| | 06/08/11 | | | Created layer from State GIS layer for addition into SDE |

(\*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

| | |
|---|---|
| | Street Centerline, Address Points, and Parcels layers are provided by Hawaii County. |
| Note: | Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly. |
| | For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer. |

## Current Month GIS Activities – June 2011

06/07/11      Akimeka requested via email an updated National Parks layer from a former contact at the National Park Service.

06/07/11      Akimeka emailed the Hawai`i County PSAP to request updated data for the following layers: Emergency Operations Centers, Fire Stations, and Major Roads.

# Hawaii County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## **Service Requests Transactions**

### Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011)

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
| 1 | 05/25/10 | 220 | MSAG Community Layer | 911 Map -- Other | Low | Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai`i was received on May 16, 2010. |
| | | | | | | Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. |
| | | | | | | Akimeka E9-1-1 Support met with the Hawai`i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated. |
| 2 | 06/03/10 | 225 | Verify addresses on Puako Beach Road | MSAG - ANI/ALI Discrepancy | Normal | Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos. |
| 3 | 11/12/10 | 270 | Incorrect Address: TN = 808/968-6721 | MSAG - ANI/ALI Discrepancy | Normal | Customer records were researched and correction request submitted on November 15, 2010. Researched continued with Intrado and Hawai`i County on March 31, 2011. |
| 4 | 02/11/11 | 312 | Incorrect Information Displayed | MSAG - ANI/ALI Discrepancy | Normal | Sent inquiry to Intrado regarding street name change and potential community name change. |
| 5 | 06/02/11 | 324 | Incorrect Address | MSAG - ANI/ALI Discrepancy | Normal | Request is being researched. |
| 6 | 05/05/11 | 325 | Incorrect Address | MSAG - ANI/ALI Discrepancy | Normal | Records show address with Loea Street to be in the Pepeekeo community. |
| 7 | 05/12/11 | 327 | Incorrect Address: TN = 808/982-3265 | MSAG - ANI/ALI Discrepancy | Normal | Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed. |
| 8 | 05/13/11 | 329 | Incorrect Address: TN = 808/965-1593 | MSAG - ANI/ALI Discrepancy | Low | Waiting for updated information to be processed. |
| 9 | 06/06/11 | 334 | Incorrect Address: TN = 808/929-7261 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |
| 10 | 06/06/11 | 335 | Incorrect Address: TN = 808/882-7918 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |
| 11 | 06/06/11 | 336 | Incorrect Address: TN = 808/333-5427 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |
| 12 | 06/06/11 | 338 | Incorrect Address: TN = 808/775-7188 | MSAG - ANI/ALI Discrepancy | Low | Address change has been requested with 9-1-1Net. |
| 13 | 06/06/11 | 339 | Incorrect Address: TN = 808/929-9615 | MSAG - ANI/ALI Discrepancy | Low | Location and driving instructions added to caller information as requested. |
| 14 | 06/28/11 | 340 | Incorrect Address: TN = 808/775-0417 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |
| 15 | 06/28/11 | 341 | Incorrect Address: TN = 808/963-6309 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |
| 16 | 06/06/11 | 342 | Incorrect Address: TN = 808/965-8304 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |

**_Note:_** _Open Service Requests reflect what is in pending status at the end of the report month._

- ## Service Requests Transactions (continued)

### Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011) (continued)

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
| 17 | 06/28/11 | 343 | Incorrect Information:  TN = 808/329-1925 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net.  Waiting on HTI to update caller information. |
| 18 | 06/28/11 | 344 | Incorrect Address:  TN = 808/882-1820 | MSAG - ANI/ALI Discrepancy | Low | Updated information has been requested through Intrado 9-1-1Net.  Waiting on HTI to update caller information. |
| **Documented Items Per April 9 Intergraph Conference Call** | | | | | | |
| 19 | 04/21/10 | 192 | Police/Fire Districts | 911 Map -- Other | High | Akimeka received written descriptions of the police and fire beats from the Hawai`i County PSAPs.

Screenshots illustrating the changes were sent to the Hawai`i County PSAPs for review and approval.

Akimeka personnel met with Hawai`i County Police and Fire on March 17, 2011 to review and adjust districts.

Akimeka personnel met with Hawai`i County Police and Fire personnel on March 17, 2011 to adjust the districts. |

The volume of Service Requests for the month of June 2011 were higher than normal.  The majority of the new Service Requests are pending validation and completion from Hawaiian Telcom, Inc.  Akimeka is not able to close out the 9-1-1Net request until it has been corrected by the service provider.  In addition, four (4) of the new Service Requests were received on June 28, 2011 and would not be processed or cleared in time for month end reporting.

*Akimeka performs daily checks in 9-1-1Net to monitor the status of the pending Service Requests and ensure that the information is being updated as requested.*

- ## Service Requests Transactions  (continued)

### Year-to-Date (YTD) Summary – 2011

Three (3) Service Requests created in May 2011 were inadvertently omitted.  Corrections have been reflected in the Year-to-Date report below.

| 2011 | HAWAII TOTAL | | | SERVICE REQUEST CATEGORIES | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 911 Map | | MSAG | | Request Training | | Suggestions | |
| | Created | Closed | Open | Created | Closed | Created | Closed | Created | Closed | Created | Closed |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 12 | 1 | 19 | 1 | 1 | 11 | 0 | 0 | 0 | 0 | 0 |
| May | 8 | 5 | 8 | 1 | 1 | 7 | 4 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 2 | 5 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| February | 3 | 1 | 7 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 |
| January | 19 | 21 | 5 | 0 | 0 | 19 | 21 | 0 | 0 | 0 | 0 |
| 2010 Carryover | 7 | 0 | 7 | 2 | 0 | 5 | 0 | 0 | 0 | 0 | 0 |
| **TOTAL** | **49** | **30** | **19** | **4** | **2** | **45** | **28** | **0** | **0** | **0** | **0** |

***Note:***  *Open Service Requests reflect what is in pending status at the end of the report month.*

| Definitions: | Category | Description |
|---|---|---|
| | 911 Map | Mapping computer not functioning or displaying properly |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |
| | Request Training | E-911 Operations training needs |
| | Suggestions | Vehicle to share suggestions |

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations

### 9-1-1 Call Volume – June 2011

| PSAP | Total | Wireline | % | Wireless | % |
|---|---|---|---|---|---|
| **KAUAI** | 3,163 | 1,040 | 32.9% | 2,123 | 67.1% |

### 9-1-1 Call Volume – Calendar Year 2011

| KAUAI | | TOTAL PSAP 9-1-1 CALL VOLUME | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Wireline | | Wireless | | Admin | | Abandoned | |
| **2011** | **Total** | **# of Calls** | **%to Total Wireline & Wireless** | **# of Calls** | **%to Total Wireline & Wireless** | **# of Calls** | **%to Total Calls** | **# of Calls** | **%Abandoned** |
| December | | | | | | | | | |
| November | | | | | | | | | |
| October | | | | | | | | | |
| September | | | | | | | | | |
| August | | | | | | | | | |
| July | | | | | | | | | |
| June | 3,163 | 1,040 | 32.9% | 2,123 | 67.1% | 0 | 0.0% | 705 | 22.3% |
| May | 3,015 | 1,115 | 37.0% | 1,898 | 63.0% | 2 | 0.1% | 641 | 21.3% |
| April | 3,031 | 1,102 | 36.4% | 1,925 | 63.6% | 4 | 0.1% | 643 | 21.2% |
| March | 3,166 | 1,103 | 34.9% | 2,060 | 65.1% | 3 | 0.1% | 646 | 20.4% |
| February | 2,875 | 1,049 | 36.5% | 1,822 | 63.5% | 4 | 0.1% | 554 | 19.3% |
| January | 2,907 | 1,018 | 35.0% | 1,889 | 65.0% | 0 | 0.0% | 601 | 20.7% |
| **TOTAL YTD** | **18,157** | **6,427** | **35.4%** | **11,717** | **64.6%** | **13** | **0.1%** | **3,790** | **20.9%** |
| **AVG PER MO** | **3,026** | **1,071** | | **1,953** | | **2** | | **632** | |

*__Note:__ Total Calls include Administrative calls that are not direct 9-1-1 calls.*

**Notes:**

(1)    Total call volumes include Administrative calls.  (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)

(2)    "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(3)    "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively.  The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations  (continued)

### Wireless Test – June 2011

| Date | WSP | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|------|-----|-------------|---------------|-----------|---------------|
| 06/29/11 | Sprint | 1 | 3 | Kauai PSAP/ Akimeka | Pass |

### Current Month PSAP Operations Activities – June 2011

06/01/11 -- Ongoing     Although PowerMap is operational to the dispatchers, the PowerMap system server is still unstable and may become inoperable during a mapping update.  As such, Akimeka has suspended its mapping update process until County of Kauai IT and Positron can resolve and/or repair the PowerMap system server.  Updates to PowerMap will resume once Akimeka is notified by County of Kauai IT that the PowerMap system server issue has been resolved.

06/03/11     Akimeka personnel updated the Intrado PSAP survey and returned it to Intrado on behalf of the Kauai County PSAP.

06/06/11     AT&T Mobility sent the Call Routing Sheets (CRSs) for the Neighbor Island PSAPs annual audit review on June 6, 2011.  Akimeka is currently conducting the annual audit review and validation process.

06/09/11     At the request of the Executive Director of the State of Hawaii Wireless Enhanced 911 Board, Thera Bradshaw, Akimeka sent an email to all PSAPs in the State of Hawaii regarding the September NG9-1-1 Technology Forum. Inputs from the PSAPs as to their anticipated attendance and any development or informational topics/sessions that the PSAP would like to be included at the forum were solicited.

Akimeka has not received responses from all of the PSAPs to date.  Once all responses are received, Akimeka will consolidate the inputs and forward them on to the Executive Director of the State of Hawaii Wireless Enhanced 911 Board Executive Director.

06/17/11     Verizon Wireless sent the Call Routing Sheets (CRSs) to Akimeka for the Neighbor Island PSAPs annual audit review on June 17, 2011.  Akimeka is currently conducting the annual audit review and validation process.

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations  (continued)

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of June 30, 2011 are noted below:*

11/21/09      Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call.  This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010).  There have been no updates received to date.  Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

***Update (4/30/11)*** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0.  A feature in this upgrade may potentially address the AT&T issue.  This feature can be activated with the permission of all of the PSAPs across the State of Hawaii.  This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

***Update (5/31/11)*** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade.  Testing has been scheduled for Monday, June 6, 2011.

***Update (6/30/11)*** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011.  Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011.  Testing began at 7:44 a.m. however, there was no improvement.  House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call.  Akimeka contacted HTI to report the condition.  HTI and Intrado addressed the issue and testing continued.  Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city.  However, when testing UMT to UMT calls, the tower information and city were missing.  In addition, the COF fields remained constant at 271 meters for every Phase II test call received.  Akimeka reported this to Intrado for review.

On June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility.  As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations  (continued)

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of June 30, 2011 are noted below:  (continued)*

04/16/10    Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW).   It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

*Update (4/30/11)* – Akimeka continued to work on the flowchart and incorporate the feedback received.  An updated process flowchart is currently under review within Akimeka.  Once approved, it will be shared with the Neighbor Island PSAPs.

*Update (5/31/11)* – In progress.

*Update (6/30/11)* – In progress.

- ## MSAG

### Current Month – June 2011

| 2011 | | 9-1-1NET REQUESTS | | | | | | | Customer Address Change Requests Submitted | In Suspended Status as of Report Month End | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | (a) | (b) | |
| PSAP | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | | # of Transactions | TNs Affected |
| KAUAI | 11 | 10 | 7 | 0 | 0 | 3 | 0 | 916 | 1 | 8 | 525 |
| | | Revised categories and report format changes effective April 2009. | | | | | | | | | |

During the month of June 2011, ten (10) 9-1-1Net requests were completed relating to the MSAG database, with 916 customer ANI/ALI records updated as a direct result.  One (1) ALI discrepancy report was submitted to 9-1-1Net for incorrect addresses.  See attached spreadsheet for a detailed description of changes and additions.

*There are eight (8) records in Suspended status as of June 30, 2011 -- four (4) suspended ALI requests and four (4) suspended MSAG requests.*

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## MSAG  (continued)

### Year-to-Date (YTD) Summary – 2011

| KAUAI | | 9-1-1NET REQUESTS | | | | | | | Customer Address Change Requests Submitted (a) | In Suspended Status as of Report Month End (b) | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2011 | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected (*) | | # of Transactions | TNs Affected |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 11 | 10 | 7 | 0 | 0 | 3 | 0 | 916 | 1 | 8 | 525 |
| May | 14 | 12 | 2 | 0 | 0 | 3 | 7 | 14 | 2 | 0 | 0 |
| April | 42 | 42 | 35 | 5 | 1 | 1 | 0 | 1,130 | 0 | 0 | 0 |
| March | 51 | 51 | 31 | 2 | 4 | 4 | 10 | 769 | 0 | 0 | 0 |
| February | 4 | 4 | 2 | 1 | 0 | 0 | 1 | 297 | 0 | 0 | 0 |
| January | 137 | 136 | 103 | 16 | 1 | 5 | 11 | 1,840 | 1 | 0 | 0 |
| TOTAL YTD | 259 | 255 | 180 | 24 | 6 | 16 | 29 | 4,966 | 4 | | |
| AVG PER MO | 43 | 43 | 30 | 4 | 1 | 3 | 5 | 828 | 1 | | |

(*)  Applies to Change, Delete and Insert categories

***Note:***  *Revised categories and report format changes effective April 2009.*

| Definitions: | (a) | Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka. |
| --- | --- | --- |
| | (b) | Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka. |

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – June 2011

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| | KAUAI | | | |
|---|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server** | | **Date Loaded Into PSAP GIS Server** | **Other/Remarks** |
| | **Date Created/ Edits Performed** | **Date Uploaded to Server** | | |
| **WSP Cell Towers** | 06/30/11 | | | Per VZW CRS |
| **Street Centerlines** | | | | |
| **Address Points** | | | | |
| **MSAG Address Points (aka Pseudo Address Points)** | | | | |
| **MSAG Communities** | | | | |
| **Parcels** | | | | |
| **Airports** | | | | |
| **Bridges** | 06/13/11 | | | Verified locations |
| **Churches** | 06/03/11 -- 06/10/11 | | | Added new address and location points |
| **Coastal Names** | | | | |
| **Coastline** | | | | |
| **Common Places** | | | | |
| **Communications** | | | | |
| **Condominiums** | 06/17/11 | | | Added new point features and verified address locations |
| **Dams** | | | | |
| **Emergency Callboxes** | | | | |
| **Emergency Shelters** | 06/14/11 | | | Added new address and location points |
| **EMS Zones** | | | | |
| **Fire Beats** | | | | |
| **Fire Dispatch Group (Districts)** | | | | |
| **Fire ESZ** | | | | |
| **Fire Stations** | | | | |
| **Food & Beverage** | | | | Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc. |
| **Gas Stations** | 06/01/11 -- 06/06/11 | | | Added new address and location points |
| **Hospitals** | | | | |
| **Hotels** | | | | |
| **Libraries** | 06/21/11 | | | Created point features and verified address locations |
| **Lodging** | | | | |
| **Medic Beat Boundaries** | | | | |
| **Medic Stations** | | | | |
| **Medical Facilities** | | | | |

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – June 2011 (continued)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| Type of Layer | Akimeka GIS Server | | Date Loaded Into PSAP GIS Server | Other/Remarks |
|---|---|---|---|---|
| | Date Created/ Edits Performed | Date Uploaded to Server | | |
| Milepost Markers | | | | |
| National and State Parks | | | | |
| Parks Polygon | | | | |
| Plat Maps | | | | |
| Points of Interest | | | | |
| Police Beats | | | | |
| Police District Boundaries | | | | |
| Police Stations | 06/14/11 | | | Added new point features |
| Ponds | 06/15/11 | | | Added new point features and verified address locations |
| Post Offices | | | | |
| | 06/30/11 | | | Adjusted existing point features to correct location |
| Radio Towers | | | | |
| Schools | 06/29/11 | | | Verified and adjusted existing point features to correct location |
| Shopping Centers | | | | |
| | 06/17/11 -- 06/21/11 | | | Added new point features and verified address locations |
| Subdivisions | | | | |
| Trails | | | | |
| Tsunami Evacuation Zones | | | | |
| United States National Grid | | | | |
| | 06/07/11 | | | Created 50K grids and added to SDE |
| Visitor Attractions | | | | |
| | 06/22/11 | | | Added new point features and verified address locations |
| Waterfalls | 06/20/11 | | | Added new point features and verified address locations |
| | 06/15/11 | | | |
| WiFi Sites | | | | |

(\*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

**Note:** The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS Server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

# Kauai County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – June 2011 (continued)

### Current Month GIS Activities – June 2011

06/07/11     Akimeka requested via email an updated National Parks layer from a former contact at the National Park Service.

06/07/11     Akimeka personnel met with the Kauai Assistant Police Chief, Mark Begley, to review, discuss, edit and update the Kauai County Emergency Service Numbers. Subsequent approval was received to proceed.

- ## Service Requests Transactions

### Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011)

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
| 1 | 06/15/11 | 347 | No Record Found | MSAG | High | Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. |

*Note:* *Open Service Requests reflect what is in pending status at the end of the report month.*

### Year-to-Date (YTD) Summary – 2011

| KAUAI | | | | SERVICE REQUEST CATEGORIES | | | | | | | |
|-------|--|--|--|----------------------------|--|--|--|--|--|--|--|
| 2011 | TOTAL | | | 911 Map | | MSAG | | Request Training | | Suggestions | |
| | Created | Closed | Open | Created | Closed | Created | Closed | Created | Closed | Created | Closed |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |

*Note:* *Open Service Requests reflect what is in pending status at the end of the report month.*

| Definitions: | Category | Description |
|--------------|----------|-------------|
| | 911 Map | Mapping computer not functioning or displaying properly |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |
| | Request Training | E-911 Operations training needs |
| | Suggestions | Vehicle to share suggestions |

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations

### 9-1-1 Call Volume – June 2011

| PSAP | Total | Wireline | % | Wireless | % |
|------|-------|----------|---|----------|---|
| **MAUI (\*)** | 7,612 | 2,457 | 32.3% | 5,152 | 67.7% |
| **MOLOKAI** | 340 | 180 | 52.9% | 160 | 47.1% |

*(\*) Totals are based on calls to Primary PSAP.*

### 9-1-1 Call Volume – Calendar Year 2011

| MAUI PSAP | | TOTAL PSAP 9-1-1 CALL VOLUME | | | | | | | |
|-----------|---|---|---|---|---|---|---|---|---|
| | | Wireline | | Wireless | | Admin | | Abandoned | |
| **2011** | **Total** | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls | %Abandoned of Total |
| December | | | | | | | | | |
| November | | | | | | | | | |
| October | | | | | | | | | |
| September | | | | | | | | | |
| August | | | | | | | | | |
| July | | | | | | | | | |
| June | 7,612 | 2,457 | 32.3% | 5,152 | 67.7% | 3 | 0.0% | 1,324 | 17.4% |
| May | 8,144 | 2,632 | 32.3% | 5,507 | 67.7% | 5 | 0.1% | 1,296 | 15.9% |
| April | 7,736 | 2,638 | 34.1% | 5,096 | 65.9% | 2 | 0.0% | 1,400 | 18.1% |
| March | 8,144 | 2,812 | 34.6% | 5,322 | 65.4% | 10 | 0.1% | 1,301 | 16.0% |
| February | 6,998 | 2,493 | 35.7% | 4,498 | 64.3% | 7 | 0.1% | 1,154 | 16.5% |
| January | 8,025 | 2,757 | 34.4% | 5,268 | 65.6% | 0 | 0.0% | 1,290 | 16.1% |
| **TOTAL YTD** | **46,659** | **15,789** | **33.9%** | **30,843** | **66.1%** | **27** | **0.1%** | **7,765** | **16.6%** |
| **AVG PER MO** | **7,777** | **2,632** | | **5,141** | | **5** | | **1,294** | |

**<u>Note:</u>** *Total Calls include Administrative calls that are not direct 9-1-1 calls.*

- ## PSAP Operations  (continued)

### 9-1-1 Call Volume – Calendar Year 2011  (continued)

| MOLOKAI PSAP | | TOTAL PSAP 9-1-1 CALL VOLUME | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Wireline | | Wireless | | Admin | | Abandoned | |
| 2011 | Total | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls | %Abandoned of Total |
| December | | | | | | | | | |
| November | | | | | | | | | |
| October | | | | | | | | | |
| September | | | | | | | | | |
| August | | | | | | | | | |
| July | | | | | | | | | |
| June | 340 | 180 | 52.9% | 160 | 47.1% | 0 | 0.0% | 41 | 12.1% |
| May | 283 | 181 | 64.2% | 101 | 35.8% | 1 | 0.4% | 39 | 13.8% |
| April | 233 | 133 | 57.1% | 100 | 42.9% | 0 | 0.0% | 37 | 15.9% |
| March | 330 | 211 | 63.9% | 119 | 36.1% | 0 | 0.0% | 58 | 17.6% |
| February | 203 | 134 | 66.0% | 69 | 34.0% | 0 | 0.0% | 29 | 14.3% |
| January | 289 | 178 | 61.6% | 111 | 38.4% | 0 | 0.0% | 47 | 16.3% |
| TOTAL YTD | 1,678 | 1,017 | 60.6% | 660 | 39.4% | 1 | 0.1% | 251 | 15.0% |
| AVG PER MO | 280 | 170 | | 110 | | 0 | | 42 | |

*Note:  Total Calls include Administrative calls that are not direct 9-1-1 calls.*

### Notes:

(1)    Total call volumes include Administrative calls.  (Administrative calls = Calls made between 911 positions but are not 911 calls.)

(2)    "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(3)    "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively.  The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

### Wireless Test – June 2011

| Date | WSP | Island | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|---|---|---|---|---|---|---|
| 06/07/11 | Sprint/Nextel | Molokai | 1 | 3 | Molokai PSAP/ Akimeka | Pass |
| 06/07/11 | Sprint/Nextel (System Test) | Molokai | 1 | 5 | Molokai PSAP/ Akimeka | Pass |

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations  (continued)

### Current Month PSAP Operations Activities – June 2011

06/03/11     Akimeka personnel updated the Maui Intrado PSAP survey and returned it to Lieutenant Fletcher for review.  The Molokai Intrado PSAP survey was reviewed by Bonnie Young.

06/03/11     Akimeka personnel met with a Molokai Fire Captain to assist with a Molokai addressing project to improve public safety and response.

06/06/11     AT&T Mobility sent the Call Routing Sheets (CRSs) for the Neighbor Island PSAPs annual audit review on June 6, 2011.  Akimeka is currently conducting the annual audit review and validation process.

06/09/11     At the request of the Executive Director of the State of Hawaii Wireless Enhanced 911 Board, Thera Bradshaw, Akimeka sent an email to all PSAPs in the State of Hawaii regarding the September NG9-1-1 Technology Forum.  Inputs from the PSAPs as to their anticipated attendance and any development or informational topics/sessions that the PSAP would like to be included at the forum were solicited.

                 Akimeka has not received responses from all of the PSAPs to date.  Once all responses are received, Akimeka will consolidate the inputs and forward them on to the Executive Director of the State of Hawaii Wireless Enhanced 911 Board Executive Director.

06/09/11 -- 06/28/11     Akimeka personnel continue to assist Tom Heinrich who has been retained by the County to re-install two (2) callboxes on Maui.

06/17/11     Verizon Wireless sent the Call Routing Sheets (CRSs) to Akimeka for the Neighbor Island PSAPs annual audit review on June 17, 2011.  Akimeka is currently conducting the annual audit review and validation process.

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## PSAP Operations  (continued)

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of June 30, 2011 are noted below:*

11/21/09      Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call.  This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010).  There have been no updates received to date.  Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

***Update (4/30/11)*** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0.  A feature in this upgrade may potentially address the AT&T issue.  This feature can be activated with the permission of all of the PSAPs across the State of Hawaii.  This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

***Update (5/31/11)*** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade.  Testing has been scheduled for Monday, June 6, 2011.

***Update (6/30/11)*** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011.  Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011.  Testing began at 7:44 a.m. however, there was no improvement.  House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call.  Akimeka contacted HTI to report the condition.  HTI and Intrado addressed the issue and testing continued.  Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city.  However, when testing UMT to UMT calls, the tower information and city were missing.  In addition, the COF fields remained constant at 271 meters for every Phase II test call received.  Akimeka reported this to Intrado for review.

On June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility.  As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

- ## PSAP Operations  (continued)

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of June 30, 2011 are noted below:  (continued)*

04/16/10     Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW).    It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

*Update (4/30/11)* – Akimeka continued to work on the flowchart and incorporate the feedback received.  An updated process flowchart is currently under review within Akimeka.  Once approved, it will be shared with the Neighbor Island PSAPs.

*Update (5/31/11)* – In progress.

*Update (6/30/11)* – In progress.

- ## MSAG

### Current Month – June 2011

| 2011 | | 9-1-1NET REQUESTS | | | | | | | Customer Address Change Requests Submitted (a) | In Suspended Status as of Report Month End (b) | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| PSAP | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | | # of Transactions | TNs Affected |
| MAUI COUNTY | 320 | 317 | 160 | 80 | 11 | 66 | 0 | 6,307 | 3 | 2 | 2 |
| | | Revised categories and report format changes effective April 2009. | | | | | | | | | |

During the month of June 2011, 317 9-1-1Net requests were completed relating to the Maui County MSAG database, with 6,307 customer ANI/ALI records updated as a direct result.  A total of three (3) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion.  See attached spreadsheet for a detailed description of changes and additions.

*There are two (2) records in Suspended status as of May 31, 2011, affecting two (2) telephone numbers.*

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## MSAG

### Year-to-Date (YTD) – 2011

| MAUI COUNTY | | 9-1-1NET REQUESTS | | | | | | | Customer Address Change Requests Submitted (a) | In Suspended Status as of Report Month End (b) | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2011 | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected (*) | | # of Transactions | TNs Affected |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 320 | 317 | 160 | 80 | 11 | 66 | 0 | 6,307 | 3 | 2 | 2 |
| May | 160 | 157 | 111 | 5 | 37 | 4 | 0 | 7,920 | 3 | 0 | 0 |
| April | 828 | 819 | 293 | 453 | 24 | 5 | 44 | 10,109 | 9 | 0 | 0 |
| March | 505 | 473 | 141 | 310 | 4 | 3 | 15 | 6,292 | 32 | 0 | 0 |
| February | 159 | 159 | 147 | 9 | 1 | 2 | 0 | 1,395 | 0 | 0 | 0 |
| January | 365 | 365 | 153 | 145 | 9 | 4 | 54 | 1,348 | 0 | 0 | 0 |
| TOTAL YTD | 2,337 | 2,290 | 1,005 | 1,002 | 86 | 84 | 113 | 33,371 | 47 | | |
| AVG PER MO | 390 | 382 | 168 | 167 | 14 | 14 | 19 | 5,562 | 8 | | |

(*) Applies to Change, Delete and Insert categories

*Note:* *Revised categories and report format changes effective April 2009.*

| Definitions: | (a) | Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka. |
|---|---|---|
| | (b) | Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka. |

### Emergency Service Number (ESN) Project Status -- June 2011 Year-to-Date

| Island | Total # of Street Segments | # of Street Segments Assigned New ESNs | % Complete |
|---|---|---|---|
| Maui | 5,000 | 200 | **4%** |
| Lanai | 112 | Not Started | **0%** |
| Molokai | 500 | 420 | **84%** |

The ESN project is done on a per street segment basis. Street segments require research in both 9-1-1Net and Maui County GIS before a new ESN can be assigned. Verifying a street segment's address range and community prevents ESN overlapping and mislabeling. Once the street segment is verified in both MSAG and GIS – to ensure database synchronization – a request to update the ESN field in 9-1-1Net is sent.

***This is an ongoing project that will cover all communities.***

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – June 2011

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| MAUI COUNTY | | | | | |
|---|---|---|---|---|---|
| **Type of Layer** | **Island** | **Akimeka GIS Server** | | **Date Loaded Into PSAP GIS Server** | **Other/Remarks** |
| | | **Date Created/ Edits Performed** | **Date Uploaded to Server** | | |
| **WSP Cell Towers** | Maui/Molokai | | | **06/15/11** | |
| **Street Centerlines** | Maui/Molokai | | | **06/15/11** | |
| | Maui | 06/07/11 | | | Corrected street names per the County Surveyor's Office |
| | Maui | 06/03/11 | | | Corrected Kalai Waa Dr to Kalai Waa St -- per County |
| **Address Points** | Maui/Molokai | | | **06/15/11** | |
| | Maui | 06/13/11 | | | Intergraph CAD attributes |
| | Maui | 06/09/11 | | | Changed a common name place as requested by Maui Dispatch. Corrected labelling for multi-address for Intergraph CAD. |
| | Maui | 06/08/11 | | | Changed Medic 14's address |
| | Maui/Molokai | 06/07/11 | | | Corrected street names per the County Surveyor's Office |
| | Maui | 06/03/11 | | | Corrected Kalai Waa Dr to Kalai Waa St -- per County |
| | Maui | 06/02/11 | | | Corrected common names, moved address points, and researched addresses as requested by Maui Dispatch |
| **MSAG Address Points (aka Pseudo Address Points)** | | | | | |
| **MSAG Communities** | | | | | |
| **Parcels** | Maui | 06/30/11 | | | Updated/corrected parcel layer with new parcels from the Maui County Parcel layer. Added 940 new parcels to the layer. |
| | Maui | 06/28/11 -- 06/29/11 | | | Updated/corrected parcel layer with new parcels from the Maui County Parcel layer. Ran topology on updated parcels. |
| | Maui | 06/16/11 -- 06/27/11 | | | Updated/corrected parcel layer with new parcels from the Maui County Parcel layer |
| **Airports** | | | | | |
| **Bridges** | | | | | |
| **Cane Fields** | | | | | |
| **Churches** | Maui | 06/23/11 -- 06/29/11 | | | Added new point features and verified address locations |
| **Coastline** | | | | | |
| **Coastal Names** | | | | | |
| **Common Places** | | | | | |
| **Emergency Callboxes** | Maui/Molokai | | | **06/15/11** | |
| **EMS Zones** | | | | | |
| **ESZ/ESN** | | | | | |

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

- ## Mapping Layers Updated/Loaded Into GIS – June 2011 (continued)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| Type of Layer | Island | Akimeka GIS Server | | Date Loaded Into PSAP GIS Server | Other/Remarks |
|---|---|---|---|---|---|
| | | Date Created/ Edits Performed | Date Uploaded to Server | | |
| **MAUI COUNTY** | | | | | |
| **Fire Beat Boundaries** | | | | | |
| **Fire Dispatch Group (Districts)** | | | | | |
| **Fire ESZ** | | | | | |
| **Fire Stations** | | | | | |
| **Fire Sub Zones** | | | | | |
| **Fire Zones** | | | | | |
| Food & Beverage | | | | | Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc. |
| **Gate Codes** | | | | | |
| **High Resolution Imagery** | | | | | |
| **Hospitals** | | | | | |
| **Hotels** | | | | | |
| **Major Roads** | | | | | |
| **Medic Beat Boundaries** | Maui/Molokai | | | **06/15/11** | |
| | Maui | 06/06/11 -- 06/08/11 | | | Revised boundaries according to new descriptions |
| | Molokai | 06/06/11 | | | |
| **Medic Dispatch Group (Districts)** | Maui | 06/08/11 | | | Completed layer using new boundary descriptions |
| **Medic Stations** | Maui | 06/08/11 | | | Changed Medic 14's location and address |
| **Medical Facilities** | | | | | |
| **Milepost Markers** | Maui/Molokai | | | **06/15/11** | |
| **National and State Parks** | | | | | |
| **Ocean Rescue Boundaries** | | | | | |
| **Park Polygon** | | | | | |
| **Points of Interest** | | | | | |
| **Police Beat Boundaries** | Maui/Molokai | | | **06/15/11** | |
| | Maui | 06/06/11 | | | Corrected boundary between Beat 1-33 and 3-11 |
| | | | | | Corrected boundary between ESZ 29 and 75 |
| **Police Dispatch Group (Districts)** | Maui | 06/06/11 | | | Corrected boundary between Districe 1 and District 3 |
| **Police ESZ** | | | | | |
| **Police Reporting Areas** | | | | | |
| **Police Stations** | Maui | 06/02/11 | | | Changed station names to be consistent as requested by Maui Dispatch |
| **Ponds** | | | | | |
| **Post Offices** | | | | | |
| **Radio Towers** | | | | | |

(\*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Mapping Layers Updated/Loaded Into GIS – June 2011  (continued)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

| Type of Layer | Island | Akimeka GIS Server | | Date Loaded Into PSAP GIS Server | Other/Remarks |
|---|---|---|---|---|---|
| | | Date Created/ Edits Performed | Date Uploaded to Server | | |
| Radius - Two Mile | | | | | |
| Radius - Three Mile | | | | | |
| Schools | | | | | |
| Subdivisions | Maui/Molokai | | | 06/15/11 | |
| | Maui | 06/10/11 | | | Added six Hale Mahaolu facilities as requested by Maui Dispatch |
| Tow Jurisdictions | Maui/Molokai | | | 06/15/11 | |
| | Maui/Molokai | 06/08/11 | | | Created using new boundaries |
| Tow Truck | | | | | |
| Towns | | | | | |
| Trails | | | | | |
| Tsunami Evacuation Zones | | | | | |
| United States National Grid | Maui/Molokai | 06/07/11 | | | Created 50K and 500K grids and added to SDE |

(∗) *Every time the GIS Update tool is used, Indexes and Cache have to be built.  The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database.  Each PSAP position is updated accordingly.*

**Note:**  The Parcels layer is provided by Maui County.  Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes.   Changes to the attribute table are made when needed.   The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

## Current Month GIS Activities – June 2011

06/06/11     Akimeka personnel requested clarification from the American Medical Response regarding Medic Beat boundaries between Medic 2 and Medic 6 and between Medic 4 and Medic 5.

06/07/11     Akimeka requested via email an updated National Parks layer from a former contact at the National Park Service.

06/10/11 -- 06/14/11     Akimeka prepared data for an Intergraph CAD map push.  Layers included: Address Points, Street Centerlines, Medic ESZ, Medic Stations, Fire Beats/Districts/ESZ, Police Beats/Districts/ESZ, Tow Jurisdictions, Police Stations and Subdivisions.  Intergraph CAD map was pushed on June 14, 2011.

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Service Requests Transactions

### Open Service Requests – June 2011  (May 27, 2011 – June 28, 2011)

| | | | MAUI PSAP | | | |
|---|---|---|---|---|---|---|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| 1 | 6/8/2011 | 345 | Incorrect Address:  TN = 808/572-9899 | MSAG - ANI/ALI Discrepancy | Urgent | Updated information has been requested through Intrado 9-1-1Net.  Waiting on HTI to update caller information. |
| 2 | 06/27/11 | 349 | Incorrect Address:  Pauwela Cannery | MSAG - ANI/ALI Discrepancy | Normal | Updated information has been requested through Intrado 9-1-1Net.  Waiting on HTI to update caller information. |
| 3 | 06/27/11 | 351 | Incorrect Information:  Lihikai School | MSAG - ANI/ALI Discrepancy | High | Updated information has been requested through Intrado 9-1-1Net.  Waiting on HTI to update caller information. |

**_Note:_**  _Open Service Requests reflect what is in pending status at the end of the report month._

| | | | MOLOKAI PSAP | | | |
|---|---|---|---|---|---|---|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| | | | NONE | | | |
| | | | | | | |

**_Note:_**  _Open Service Requests reflect what is in pending status at the end of the report month._

### Year-to-Date (YTD) Summary – 2011

| MAUI PSAP | | | | SERVICE REQUEST CATEGORIES | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **2011** | TOTAL | | | 911 Map | | MSAG | | Request Training | | Suggestions | |
| | Created | Closed | Open | Created | Closed | Created | Closed | Created | Closed | Created | Closed |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 |
| May | 2 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 2 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 2010 Carryover | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| **TOTAL** | **8** | **5** | **3** | **2** | **2** | **6** | **3** | **0** | **0** | **0** | **0** |

**_Note:_**  _Open Service Requests reflect what is in pending status at the end of the report month._

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## Service Requests Transactions  (continued)

### Year-to-Date (YTD) Summary – 2011  (continued)

| MOLOKAI PSAP | | | SERVICE REQUEST CATEGORIES | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **2011** | TOTAL | | 911 Map | | MSAG | | Request Training | | Suggestions | |
| | Created | Closed | Open | Created | Closed | Created | Closed | Created | Closed | Created | Closed |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2010 Carryover | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **TOTAL** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

*__Note:__ Open Service Requests reflect what is in pending status at the end of the report month*

| | Category | Description |
|---|---|---|
| **Definitions:** | 911 Map | Mapping computer not functioning or displaying properly |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |
| | Request Training | E-911 Operations training needs |
| | Suggestions | Vehicle to share suggestions |

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## E9-1-1 Database  Synchronization
  (<u>Reference:</u>  **NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI**)
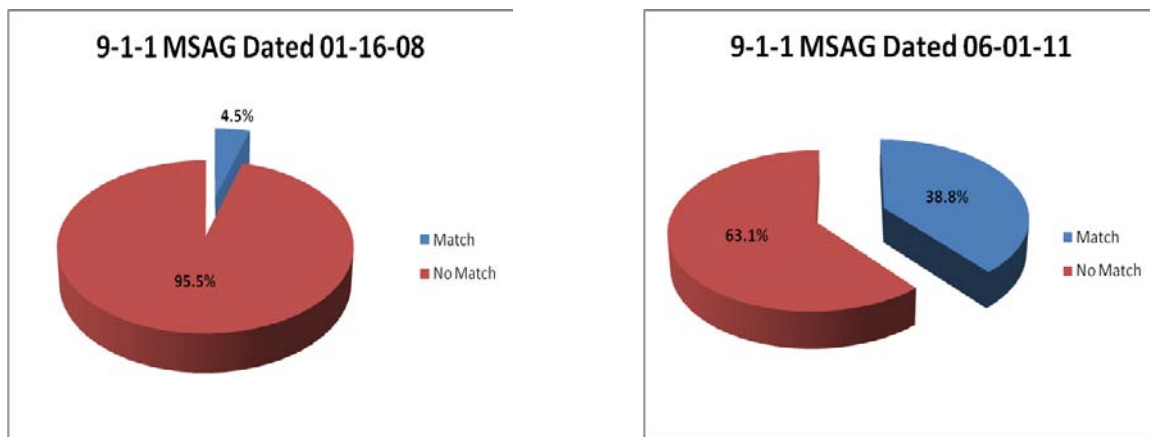
As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Maui County in June 2011.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG (dated June 1, 2011) against its GIS Street Centerline data.  A total number of 3,995 9-1-1 MSAG records were reviewed in the audit and analyzed.  Results of the database synchronization audit completed on June 13, 2011 for Maui County are reported below and include comparative audit results between 2008 and 2011.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized.  Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate.  As such, NENA's recommended minimum match rate is 98%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1).  As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process.  Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

## Audit Summary Results – 2008 vs. 2011



Maui County's level of accuracy or 9-1-1 MSAG Match percentage improved from 4.5% as of January 16, 2008 to 38.9% as of June 1, 2011 -- *which represents a 34.3 percentage point improvement and/or 188% improvement in address accuracy.*

- ## E9-1-1 Database Synchronization (continued)
  (**Reference:** NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2008 vs. 2011 (continued)

| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS | Notes | As of January 16, 2008 9-1-1 MSAG Dated 01-16-08 | | As of June 13, 2011 9-1-1 MSAG Dated 06-01-11 | |
|---|---|---|---|---|---|
| | | # of Records | % | # of Records | % |
| Total 9-1-1 MSAG Records Reviewed | | 11,676 | | 3,995 | |
| Less: 9-1-1 MSAG Exception Records | (1) | | | 58 | 1.5% |
| Net 9-1-1 MSAG Records Eligible for Comparison | | 11,676 | | 3,937 | |
| Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required) | | 531 | 4.5% | 1,529 | 38.8% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required | (2) | | | 2,104 | 53.4% |
| 9-1-1 MSAG Record With No GIS Record | (3) | | | 304 | 7.7% |
| Total 9-1-1 MSAG Records No Match | | 11,145 | 95.5% | 2,408 | 61.2% |

*Objective:* **NENA Recommended Match Rate = 98%**

### Notes:

(1)  An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.).  No further action is required.

(2)  An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the House Number Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

(3)  An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation.  The GIS Section will assist with this effort.

# Maui County Wireless E9-1-1 Status Report
## June 1, 2011 – June 30, 2011

- ## E9-1-1 Database Synchronization (continued)
  **(Reference:** NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2008 vs. 2011 (continued)

❖ The total number of 9-1-1 MSAG Records decreased by 65.8% (from 11,676 to 3,995 records) covering the period from January 16, 2008 to June 1, 2011.

❖ 9-1-1Net MSAG Requests processed by Akimeka since January 1, 2008 are as follows:

| MAUI | | 9-1-1NET REQUESTS | | | | | | | Customer Address Change Requests Submitted |
|---|---|---|---|---|---|---|---|---|---|
| YEAR | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected (*) | |
| 2008 | 2,870 | 1,750 | 934 | | 392 | 424 | | | 1,120 |
| 2009 | 1,798 | 1,451 | 258 | 108 | 792 | 221 | 72 | 3,150 | 347 |
| 2010 | 1,551 | 1,492 | 429 | 461 | 292 | 227 | 83 | 14,646 | 59 |
| 5/11 YTD | 2,017 | 1,973 | 845 | 922 | 75 | 18 | 113 | 27,064 | 44 |
| TOTAL | 8,236 | 6,666 | 2,466 | 1,491 | 1,551 | 890 | 268 | 44,860 | 1,570 |

Notes: Revised categories and report format changes effective April 2009.

❖ The decrease in MSAG records is due primarily to the combining of multiple MSAG records as a result of the new Intergraph CAD system. The new system will facilitate improved routing of Enhanced 9-1-1 (E9-1-1) calls from the local exchange carrier (LEC). The previous CAD system required each street segment be broken down to the street block and further separated the street between odd and even sides. The new Intergraph CAD system is able to process MSAG street names, house range and communities much faster. This new efficiency will ultimately result in improved 9-1-1 call routing intervals from the LEC while simultaneously increasing the accuracy of the location and address of the E9-1-1 caller.

❖ The number of MSAG requests processed by Akimeka as of May 2011 year-to-date (2,017) exceeds the annual (2009 and 2010) average of 1,675 MSAG requests processed by Akimeka by 20%. The number of "Combined" requests as of May 2011 year-to-date (922) also exceeds the annual (2009 and 2010) average of 285 "Combined" requests by 224%.

Akimeka was able to process and consolidate multiple MSAG records under one "Combine" transaction in 9-1-1Net.

The work effort to streamline and combine MSAG records continue.

❖ Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.